

# Program Document Contents

Goal: Define, at a high level, how a system fits together and its use in managing.

## 1. Overview

### a. Introduction

#### i. Why is it important

#### ii. Direction

##### 1. Vision, Mission, Values

##### 2. Show alignment to drivers like policies, contract requirements, etc.

### b. Purpose

### c. Scope

### d. Attributes important to FRA or emphasized by the customer(s)

## 2. Organizational Structure

### a. Ownership

#### i. R2A2 –Roles, Responsibility, Authority, and Accountability

### b. Communications

#### i. Internal

#### ii. External

#### iii. Management of communication process(es)

##### 1. Worker Feedback

##### 2. Reporting

##### 3. Issues Management

##### 4. Goals Deployment

##### 5. Project or task Management

### c. Related Process or System Interactions

NOTE - Things like planning, scheduling, and provide resources for work or other areas and/or functions within the management system.

# **Program Document Contents**

3. System Requirements (Programmatic Level Requirements)
  - a. Expectations
  - b. Boundary Conditions
  - c. Functional/Topical Descriptions/Sections as required
    - i. Legal/Regulatory Requirements
4. Monitoring and Performance Evaluation
  - a. Assessment
  - b. Improvement Monitoring
  - c. Metrics
5. Training
  - a. Levels Vs. Requirements – if any
6. Records
7. Document Management
  - a. Review Process
  - b. Revision
  - c. Ownership
  - d. Approval Process
  - e. Reviewers
8. Definitions
9. Reference Documents
  - a. Policy and Program document
  - b. Other Documents such standards, Orders, etc.
10. Revision History